



State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing

Frontier Communications - Midland, Inc.
for quarter ending June 30, 2004

Performance Data	April	May	June	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	3.08	3.43	2.92	3.14
B. Operator Answer Time - Information [730.510(a)(1)]	4.94	6.19	4.66	5.26
C. Repair Office Answer Time [730.510(b)(1)]	4.00	9.00	14.00	9.00
D. Business or Customer Service Answer Time [730.510(b)(1)]	6.00	6.00	11.00	7.67
E. Percent of Service Installations [730.540(a)]	98.04%	95.24%	94.23%	95.86%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	4.44% *	0.00% *	3.39% *	1.83% *
G. Trouble Reports per 100 Access Lines [730.545(a)]	1.50	2.30	1.60	1.80
H. Percent Repeat Trouble Reports [730.545(c)]	19.48%	9.48%	6.33%	11.40%
I. Percent of Installation Trouble Reports [730.545(f)]	9.80%	2.38%	5.77%	6.21%
J. Missed Repair Appointments [730.545(h)]	15	7	18	13
K. Missed Installation Appointments [730.540(d)]	1	2	3	2

Comments



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